

Adams, Hope

From: Adams, Hope
Sent: Friday, January 23, 2015 8:14 AM
To: 'Christopher'
Subject: RE: Uber

RECEIVED

JAN 23 2015

**PSC SC
MAIL / DMS**

Dear Mr. Rico:

This is to acknowledge receipt of your email to the Public Service Commission of South Carolina. I am forwarding your email to our Clerk's Office for processing. Your email will become a part of Docket No. 2014-372-T and will be posted on our website under this Docket.

Please let me know if you should require any additional information.

Sincerely,

Hope H. Adams
Administrative Coordinator
Public Service Commission of South Carolina
(803) 896-5122
hope.adams@psc.sc.gov

-----Original Message-----

From: Christopher [<mailto:xtfrrico@gmail.com>]
Sent: Friday, January 16, 2015 4:46 PM
To: PSC_Contact
Cc: _RegStaff - Complaints Distribution Group
Subject: Uber

I have personally used Uber services in half a dozen cities across the country. They are an ethical and excellent service provider. Given SC's limited taxi services, I see no reason that Uber should be singled out. They will bring economic benefits to the major metro markets in SC, will utilize an existing out-of-state client market, which will further benefit the state's economy, and encourage native entrepreneurial competition. Don't let established politics and fear jeopardize a great service to the SC markets.

Christopher Rico
Clinton, SC

Adams, Hope

From: Adams, Hope
Sent: Friday, January 23, 2015 8:15 AM
To: 'Peter Chiappinelli'
Subject: RE: Please please please re-instate Uber

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Dear Mr. Chiappinelli:

This is to acknowledge receipt of your email to the Public Service Commission of South Carolina. I am forwarding your email to our Clerk's Office for processing. Your email will become a part of Docket No. 2014-372-T and will be posted on our website under this Docket.

Please let me know if you should require any additional information.

Sincerely,

Hope H. Adams
Administrative Coordinator
Public Service Commission of South Carolina
(803) 896-5122
hope.adams@psc.sc.gov

From: Peter Chiappinelli [<mailto:Pete.Chiappinelli@gmo.com>]
Sent: Friday, January 16, 2015 4:46 PM
To: PSC_Contact
Cc: _RegStaff - Complaints Distribution Group
Subject: Please please please re-instate Uber

- I travel for business and pleasure to Charleston frequently (I was just there in mid-December!). While there, as in the past, I used UberX to make many frequent trips to restaurants and other sites. In each instance, the driver was using a beautifully kept car, and he/she was right on time and prompt.
- The Uber technology was wonderful as per usual with me being able to
 - Track the progress of the driver, so I knew exactly when he/she would arrive
 - Know ahead of time what kind of car would be picking me up.
 - Enjoyed being able to see the "star system" rating of the driver, so with confidence I knew I had a respected driver
 - Pay immediately with a credit card --- the experience of just hopping out of the car without the usual hassle of either a) taxi drivers griping about credit cards, b) the taxi credit card machine not working, or taking multiple tries to charge,
 - My employers gets an immediate electronic email. Not only do I benefit from this: I know an email is waiting in an email box instead of stuffed into my briefcase. But my employer is encouraging me and hundreds of my traveling colleagues to use UBER because of the detailed receipt, which help them with auditing. A detailed map of the route is included in every receipt. No taxi driver has ever offered my employer this kind of detail.
 - Detailed information about the car, in case I had left a wallet, a phone, or other documents.
 - An ability to give immediate feedback on the driver, so others may benefit from my experience.

- I enjoyed the comfort of luxury cars: an Audi A6, a Mercedes, a brand new Honda Pilot, etc.
- Drivers were courteous: they each offered me a water and asked if I needed to charge my phone. Note: I have never been asked these questions by a taxi driver in all my years of taking them in South Carolina. I repeat, never.
- And I was able to do this for LESS MONEY than a typical taxi!
- And now you want to take that away from me!
- Please, please, please re-instate Uber!

Peter Chiappinelli, CFA, CAIA
 GMO, LLC
 40 Rowes Wharf
 Boston, MA 02110

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 M: 617-816-1859
 F: 617- 310-4576
peter.chiappinelli@gmo.com
www.gmo.com

“Worldly wisdom teaches that it is better for reputation to fail *conventionally* than to succeed *unconventionally*”
 --John Maynard Keynes

Adams, Hope

From: Adams, Hope
Sent: Friday, January 23, 2015 8:15 AM
To: 'Patti Bradley'
Subject: RE:

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MAIL / DMS

Dear Ms. Bradley:

This is to acknowledge receipt of your email to the Public Service Commission of South Carolina. I am forwarding your email to our Clerk's Office for processing. Your email will become a part of Docket No. 2014-372-T and will be posted on our website under this Docket.

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Sincerely,
Hope H. Adams
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Public Service Commission of South Carolina
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hope.adams@psc.sc.gov

-----Original Message-----

From: Patti Bradley [<mailto:pattibradley5@yahoo.com>]
Sent: Friday, January 16, 2015 4:46 PM
To: PSC_Contact
Cc: _RegStaff - Complaints Distribution Group
Subject:

I support Uber. I Feel safe, secure, and know the insurance is beyond adequate. They are Very dependable as well. I Appreciate the drivers being clean, cars being clean, consistently safe with working seat-belts which is Rarely the case with taxis!

Please allow competition to determine consumer choices.

As a flight attendant who has used taxis for the last 30 years all over the US, Canada, Mexico, and internationally, I am so relieved to find an alternate safe mode of transportation.

Lastly, and just as important in any customer service venue, I know they'll speak English, (in the US) understand me, won't be taken advantage of, and treat me with respect.

I have been treated like crap by most taxi drivers, (wish there was time for all the stories I could recall for you of scary treatment) and rarely feel safe. They know you don't have a choice, so you are at their mercy. Id rather pay a little more, (although that's NEVER been the case) to feel safe, secure, and treated well!

Just as the consumer has spoken regarding competition in the airline industry to allow deregulation, start up carriers, and lower fares, so the time has come for innovation in ground transportation services. With Uber growing and support exploding, the customer has spoken.

Thank you for your time, and maybe you too should try one of their rides to experience what most Uber customers have, "A great service experience!".

Sent from my iPhone

Adams, Hope

From: Adams, Hope
Sent: Friday, January 23, 2015 8:16 AM
To: 'Elizabeth Gould'
Subject: RE: Uber

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JAN 23 2015

Dear Ms. Gould:

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MAIL / DMS**

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Sincerely,

Hope H. Adams
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Public Service Commission of South Carolina
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hope.adams@psc.sc.gov

-----Original Message-----

From: Elizabeth Gould [<mailto:elizabeth.hardwick.gould@gmail.com>]
Sent: Friday, January 16, 2015 4:47 PM
To: PSC_Contact
Cc: _RegStaff - Complaints Distribution Group
Subject: Uber

Hello,

I am a SC native, originally from spartanburg. I lived in charleston all summer and relied on uber for a sober safe ride home. I never had a bad experience. I now live in dc where uber has exceed my expectations again. I definitely believe that uber in SC is necessary. It provides a safe sober ride and decreases intoxicated persons from behind the wheel at a low cost. I think it would be absolutely stupid of SC to discontinue uber services in the state.

Elizabeth

Sent from my iPhone

Adams, Hope

From: Adams, Hope
Sent: Friday, January 23, 2015 8:16 AM
To: 'Chris Johnson'
Subject: RE: Uber

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MAIL / DMS

Dear Mr. Johnson:

This is to acknowledge receipt of your email to the Public Service Commission of South Carolina. I am forwarding your email to our Clerk's Office for processing. Your email will become a part of Docket No. 2014-372-T and will be posted on our website under this Docket.

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Sincerely,

Hope H. Adams
Administrative Coordinator
Public Service Commission of South Carolina
(803) 896-5122
hope.adams@psc.sc.gov

-----Original Message-----

From: Chris Johnson [<mailto:wchrisjohnson@gmail.com>]
Sent: Friday, January 16, 2015 4:47 PM
To: PSC_Contact
Cc: _RegStaff - Complaints Distribution Group
Subject: Uber

Hi,

As a long-time Uber supporter and lifelong SC resident, I'd like to complain about the treatment of Uber by the PSC. My experiences with Uber have been nothing but good to this point. Decisions like this do nothing but continue to paint the state of SC as a backward, redneck state trying to protect the interests of the existing transport companies in operation here. Please reverse this decision immediately and stop interfering with commerce in the state. We don't need more protection - we need more innovation like Uber in play.

Thanks for your consideration.

Chris Johnson
Greenville, SC